



## 2017-2019 Community Health Plan (Implementation Strategies)

May 15, 2017

### Community Health Needs Assessment Process

Florida Hospital at Connerton Long Term Acute Care Facility (LTAC or the Hospital) is a long-term care hospital that serves patients from throughout Florida as well as from other states. The Hospital conducted a Community Health Needs Assessment (CHNA) in 2016. The Assessment identified the health-related needs of the Connerton community including low-income, minority, and medically underserved populations.

In order to assure broad community input, the Hospital created a Community Health Needs Assessment Committee (CHNAC) to help guide the Hospital through the Assessment and Community Health Plan process. The Committee included representation not only from the Hospital, public health and the broad community, but from low-income, minority and other underserved populations.

The Committee met throughout 2016 and early 2017. The members reviewed the primary and secondary data, reviewed the initial priorities identified in the Assessment, considered the priority-related Assets already in place in the community, used specific criteria to select the specific Priority Issues to be addressed by the Hospital, and helped develop this Community Health Plan (implementation strategy) to address the Priority Issues.

This Community Health Plan lists targeted interventions and measurable outcome statements for each Priority Issue noted below. It includes the resources the Hospital will commit to the Plan, and notes any planned collaborations between the Hospital and other community organizations and hospitals.

### Priority Issues that will be addressed by FHC-LTAC

Florida Hospital at Connerton Long Term Acute Care Facility will address the following Priority Issues in 2017-2019.

1. **Obesity** – In the Hospital’s provider service area: 23.9% of the population in the Hospital’s service area do not have leisure time physical activity; 36.2% of adults aged 18 and older self-report to be clinically overweight; and 29% of adults aged 20 and older self-report being clinically obese. Excess weight may indicate an unhealthy lifestyle and puts individuals at risk for further health issues.

2. **Respiratory Diseases as related to Adult Smoking** – 21.7% of adults aged 18 and older in the service area smoke some days or every day. Tobacco use is linked to leading causes of death including cancer and cardiovascular diseases.
3. **Health Education** – Patterns of health statistics shown in the Community Commons data for the Florida Hospital Connerton-LTAC Community Health Needs Assessment (posted on this web site) indicate significant need for healthy lifestyle education in the community.
4. **Family/Caregiver Burnout & Compassion Fatigue** – programming and support for community first responders as well as employees and family members. This need was cited by the Community Health Needs Assessment Committee.
5. **Transportation:** Some family members of patients come from long distances in Florida or from out-of-state. They may not have rental cars, and the nearest lodging is 13 miles away.

### **Issues that will not be addressed by Florida Hospital at Connerton Long Term Acute Care Facility**

The 2016 Connerton LTASC Community Health Needs Assessment and the four other (Florida Hospital) Community Health Needs Assessments in the greater Tampa area also identified the following community health issues that Florida Hospital at Connerton Long Term Acute Care Facility will not address. For most of these issues, Connerton LTAC does not have operational capacity or patient need (because the Hospital is a long-term care facility whose patients are transferred in from other area facilities). Rather, it makes referrals to other Florida Hospital or community resources as needed.

- **Access to primary care for un- and underinsured:** no LTAC capacity; not a patient need; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Access to dental care:** no LTAC capacity; not a patient need; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Cancer:** no LTAC capacity; not a patient need; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Communicable diseases and communicable diseases reporting:** Health Department and acute care Hospital responsibility; not a patient need
- **Immunizations for pre-K and general public:** no LTAC capacity; not a patient need
- **Health literacy & education:** no LTAC capacity; not a patient need; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Heart disease & stroke:** no LTAC capacity; not a patient need; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Infant death & low birth weight babies:** no LTAC capacity; not a patient need
- **Injury, violence and motor vehicle accidents (prevention of):** no LTAC capacity for prevention
- **Obesity:** no LTAC capacity; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Substance abuse:** no LTAC capacity; not a patient need; LTAC can make referrals to other Florida Hospital facilities and community resources
- **Suicide:** no LTAC capacity; not a patient need

### **Board Approval**

The Florida Hospital at Connerton Long Term Acute Care Facility Board formally approved the specific Priority Issues and the full Community Health Needs Assessment in 2016. The Board also approved this Community Health Plan.

**Public Availability**

The Florida Hospital at Connerton Long Term Acute Care Facility 2017-2019 Community Health Plan was posted on the Hospital's web site prior to May 15, 2017. Please see [www.floridahospital.com/connerton/PopularLinks/CommunityBenefit](http://www.floridahospital.com/connerton/PopularLinks/CommunityBenefit). Paper copies of the Needs Assessment and Plan are available at the Hospital, or you may request a copy from [Erika.Valdes@ahss.org](mailto:Erika.Valdes@ahss.org).

**Ongoing Evaluation**

Florida Hospital at Connerton Long Term Acute Care Facility's fiscal year is January-December. For 2017, the Community Health Plan will be deployed beginning May 15 and evaluated at the end of the calendar year. In 2018 and beyond, the Plan will be implemented and evaluated annually for the 12-month period beginning January 1 and ending December 31. Evaluation results will be attached to our IRS Form 990, Schedule H.

**For More Information**

If you have questions regarding Florida Hospital at Connerton Long Term Acute Care Facility Community Health Needs Assessment or Community Health Plan, please contact [Erika.Valdes@ahss.org](mailto:Erika.Valdes@ahss.org).

**Florida Hospital at Connerton LTAC  
2017-19 Community Health Plan**

OUTCOME GOALS						OUTCOME MEASUREMENTS								
CHNA Priority	Outcome Statement	Target Population	Strategy	Outcome Metric	2017 Year Baseline	Year 1 Outcome Goal	Year 1 Actual	Year 2 Outcome Goal	Year 2 Actual	Year 3 Outcome Goal	Year 3 Actual	Hospital \$	Matching \$	Comments
Obesity	To increase activity and nutrition education for youth in our service area	2 Title 1 schools in the core PSA (Hillsborough and Pasco Counties)	Partner with American Diabetes Association (ADA) to host a pilot Morning Mile Program (before-school walking program) at 2 local schools for 1 school year	# of participants	0	60% student participation		60% student participation		60% student participation		\$5,000		Year 1 Cost Estimate as this is a pilot.  ADA metric
				# of miles	0	60 miles per student		60 miles per student		60 miles per student				ADA metric
Respiratory Diseases / Smoking Cessation	Reduce tobacco use among participants in smoking cessation classes.	Employees and Caregivers of patients	Partner with Gulfcoast North to host Area Health Education Council (AHEC) community smoking cessation classes at the Hospital	# of classes	0%	3		4		5		Space Provided free by Hospital	Program Funded by the state	Gulfcoast North AHEC's mission is to establish community and academic partnerships that increase access to quality health care for the medically underserved
				# of participants	100%	10 participants per class		20 participants per class		30 participants per class				

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<b>Health Education</b>	Increase health and lifestyle education for community members of area served	Eight Pasco Co. zip codes closest to the facility (Lacoochee-33537, Zephyrhills-33539, 33540, 33541, 33543 & 33544, Spring Hill-34610, and Land O' Lakes-34639)	Conduct a Complete Health Improvement Program (CHIP). CHIP is a lifestyle enrichment program designed to reduce disease risk factors through better health habits and appropriate lifestyle modifications. Goals: lower blood cholesterol, hypertension, and blood sugar levels, and reduce excess weight and stress through improved dietary choices, enhanced daily exercise, and increased support systems. Proven scientific results.	# of participants who self-report improved knowledge regarding health and lifestyle principles as measured by a pre-and post survey	0%	80% of participants		80% of participants		80% of participants		\$1750 (kits plus biometric screening and nurse time) (3-year estimate is \$5250)		Sponsoring 10 of class size 30 low income/ low access adults in Hillsborough County.  CHIP is offered at all five Florida Hospital facilities in Pasco and Hillsborough Counties.
				# of participants	100%	30		30		30				
				# of participants sponsored (scholarships)	0.00%	10 participants of 30		10 participants of 30		10 participants of 30				
				# percentage of participants who will experience improved biometric indices (Program measures blood sugar levels, cholesterol, blood pressure, Body Mass Index, and weight)	0	50% of participants		50% of participants		50% of participants				

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	Increase health and lifestyle education regarding healthy choices, appropriate rest, healthy environments, activity, trust, interpersonal relationships, outlook and nutrition	Members of two Faith Communities in the Hospital service area	Implement a Creation Health 8-week seminar. CREATION Health is a faith-based wellness plan complete with lifestyle seminars and training programs for those who want to live healthier and happier lives and share this unique whole person health philosophy. Based on eight principles – Choice, Rest, Environment, Activity, Trust, Interpersonal Relationships, Outlook, and Nutrition.	# of program graduates (graduation = attendance to 6 to 8 sessions). Metrics are based on holding one class per year at Connerton LTAC (the five other Florida Hospital locations in Pasco and Hillsborough Counties are also offering CREAITON Health programming.)	0	15		15		15		\$1110 (Kits, nursing fees, and assessments) (3-yr estimate \$3330)		
				# participants self-report improved knowledge regarding health and lifestyle as measured by a pre-and post survey	0	60% of participants		60% of participants		60% of participants				
				# number of Hospital staff members or others who become trainers	0	2		1		1				
				# Number of CH Kits sponsored	0	2		1		1				
				# percentage of participants who will experience improved biometric indices (will measure blood sugar levels, blood pressure, and Body Mass Index)	0	10%		10%		10%				

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<b>Family/Caregiver Burnout &amp; Compassion Fatigue</b>	Help LTAC families, first responders & staff reduce stress levels	Community, first responders & LTAC staff	Create a Healing Area for de-stressing	Creation of Healing Area	70% complete	30%		N/A		N/A		\$16,000 from Caring for Caregivers budget		Contribution from grant will grow as program grows
	Provide healthy snacks for patient families and staff to reduce burnout	Community, first responders & LTAC staff	Distribute healthy snacks and water to staff, first responders, and patient families on a daily basis	level of employee engagement as measured by the Gallup mean score and patient satisfaction scores		20%		20%		20%				
	Help families reduce their stress levels	Patient families	Work with family members to assess and identify stressors	Percentage of families touched	63%	70%	80%	72%		75%				
		Patient families	Work with family members to assess and identify stressors	Overall LTRAX HCAHPS Scores (family satisfaction)	15 per quarter	12 per quarter	14 per quarter	10 per quarter		8 per quarter				
		Patient families	Provide a means for families to address concerns in a positive manner	Number of complaints as measured in Riskmaster complaint system	15 per quarter	12 per quarter	14 per quarter	10 per quarter		8 per quarter				
		Patient families	Train chaplain & staff to provide better channels for families to vent frustrations	Number of complaints as measured in Riskmaster complaint system	0	8	9	12		12				
	Train staff in Critical Incident Response	LTAC Staff	Train selected staff in Critical Incident Response	Number of Staff trained	4	1		1		1				
		LTAC Staff	Provide education (classes and self-study) on stress management	SAQ stress recognition domain score	23.30%	18.30%	29.46%	17.00%		15.00%				
		LTAC Staff	Improve staff engagement → patient and family satisfaction	Level of employee engagement as measured by the Gallup mean score	340	345	360	350		350				

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<b>Transportation for LTAC Families</b>	Help LTAC families with transportation to the LTAC	Patient families	Continue to provide shuttle service for LTAC families who are staying in area hotels (closest are 13 miles away) and do not have cars	Number of shuttle runs	122	122		120		120		\$35,000		Contribution includes automobile purchase, depreciation, and gas used to transport patient families